



Kalamazoo County Area Schools Employment Consortium

Employment Application

Openings as of 12/16/2021***Technology Support Specialist***

JobID: 7429

Position Type:

0

Technology/Computer Support

[Email To A Friend](#)[Print Version](#)**Date Posted:**

12/16/2021

Location:

KRESA/Hastings Area School System

Closing Date:

01/29/2022

Division:

SW MiTech

Position Type:

Full-time, 12-Month

7:30am-4:30pm

Responsibilities:

Provides remote and field service technology support to KRESA and our partner districts with a focus on excellent customer service. Through KRESA's values of Collaboration, Communications, Innovation, Respect and Trustworthy, supports technology needs which includes Windows laptops, Chromebooks, iOS devices, audio visual (AV) systems, and various educational and productivity applications. The Technology Support Specialist will strive to provide the best learning environment and best office environment possible.

- Repair and configure laptops, mobile devices, printers and applications for end user
- Possess a high level of expertise in Office 365 and Google Apps to be able to assist staff with any usage issues or productivity needs
- Identify and load the appropriate device drives into SCCM for supported Windows devices
- Ability to access and use advanced troubleshooting tools and event logs for Windows, Apple and other systems.
- Troubleshoot connectivity issues with wired and wireless networks
- Troubleshoot and repair audio/visual system issues

- Support a variety of video learning or remote conferencing platforms
- Assist the helpdesk, network and systems teams as needed
- Provide regular updates, status, and completion information to end user support requests.
- Utilizes remote control tools to provide support in an efficient manor when possible
- Regular and consistent attendance
- Other duties may be assigned

Qualifications:

Associates degree or equivalent certification or work experience.

Ability to troubleshoot TCP/IP issues

Ability to re-install, re-image or reset computers and devices

Ability to communicate effectively including listening Works in a team-oriented fashion

Ability to efficiently use computer and applicable software Ability to problem solve

Ability to read, analyze and interpret data

Ability to write reports, correspondence and documentation

Effectively present information in front of groups and engage in audience Adapts to frequent changes in the work environment

Practices safe work habits

Uses equipment and material properly

Embraces and supports KRESA philosophies related to diversity, inclusiveness and anti-racism.

Ability to interact effectively with individuals from a wide range of cultures. Ability to discuss cultural differences with colleagues and clients. Ability to assess one's own strengths and limitations or challenges and integrate this understanding into interpersonal interactions.

Preferred Skills:

Comp TIA A+ Certification

Apply online at www.kresa.org/jobs

Kalamazoo RESA is an Equal Opportunity Employer/Program.

Auxiliary aids and services are available upon request to individuals.

Notice of Non-discrimination: It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on race, color, national origin, sex (including sexual orientation or sexual identity), disability, age, religion, height, weight, marital or family status, military status, ancestry, genetic information or any other legally protected category be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy: Assistant Superintendents- Tom Zahrt & Mindy Miller.. Contact information: 269-250-9200, 1819 E. Milham Ave, Portage, MI 49002.

FMLA regulations require all employers to post the [updated FMLA notice](#).

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